

Central Intelligence Agency



Washington, D. C. 20505

8 JUN 1988

Mr. Frederick W. Smith  
Chairman, President and  
Chief Executive Officer  
Federal Express Corporation  
2005 Corporate Avenue  
Memphis, TN 38194

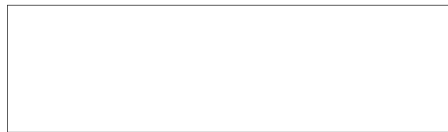
Dear Mr. Smith:

Jim Taylor, the Executive Director of the CIA, and I had the pleasure of attending your presentation of the Federal Express story at the IBM Executive Forum and at the San Francisco Guide meeting. We were impressed with your commitment to customer service and your innovative use of information systems.

We feel that it is important for the CIA to stay abreast of what leading edge private corporations are doing in the information systems arena. Mr. Taylor and I, along with several other Agency officers, would like to meet with you to discuss such topics as financial justification, strategic planning, customer service and customer satisfaction. If agreeable, we would like to visit you either on 19 or 21 July. We are significant users of IBM systems and have asked IBM to coordinate an agenda for the visit.

If you have any questions concerning our visit, please do not hesitate to contact me on [redacted] For any administrative matters, including the scheduling of our visit, your staff may contact [redacted] of my management office at [redacted]

Sincerely,



Edward J. Maloney  
Director of Information Technology

Enclosure  
List of Attendees

List of Attendees

	Jim Taylor	CIA, Executive Director
STAT	<input type="text"/>	CIA, Special Assistant to the Executive Director
	Edward J. Maloney	CIA, Director of Information Technology
STAT	<input type="text"/>	CIA, Director of Training and Education
	John Ray	CIA, Director of Logistics
STAT	<input type="text"/>	CIA, Information Technology Planning Officer
	Ken Williams	IBM
	George Wisecarver	IBM

SUBJECT: Letter to Mr. Frederick Smith, Federal Express, from D/OIT

STAT

MSD/MG/OIT/  (7 June 88)

Distribution:

Orig - Addressee

- 1 - Executive Director
- 1 - Special Assistant to the Executive Director
- 1 - Executive Registry
- 2 - D/OIT
- 1 - D/OT&E
- 1 - D/OL
- 1 - MSD/MG/OIT
- 3 - OIT Registry